DOCUMENT RESUME

ED 176 835 JC 790 574

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|---|---|
| TITLE | Student Guide for Documenting Experiential Learning: General Office Practice. |
| INSTITUTION | Coastline Community Coll., Fountain Valley, Calif. |
| PUB DATE | [79] |
| NOTE | 36p.; For a related document, see JC 790 540 |
| EDRS PRICE | MF01/PC02 Plus Postage. |
| DESCRIPTORS | Behavioral Objectives; Bookkeeping; Business Correspondence; *Business Skills; Community Colleges; *Course Objectives; *Employment Experience; *Experiential Learning; Filing; Job Skills; Junior Colleges; Knowledge Level; *Measurement Instruments; *Office Occupations Education; Secretaries; Skill Analysis |

ABSTRACT

Coastline Community College has developed a series of guides to assist adults who wish to obtain college credit or advanced standing in evaluating and verifying their non-college learning experiences. This guide lists the competency requirements of four courses within the General Office Practice program: Filing, Business Correspondence, Secretarial Procedures, and Bookkeeping. The student is asked to measure the knowledges and skills he/she has acquired on the job against specific behavioral objectives of each course. This evaluative process is facilitated by sections of the guide which ask whether the student is competent in each particular knowledge or skill and which provide opportunity for the student to record the basis of his/her competence or his/her ability to verify the competence. Verification is possible through: (1) a personal interview, (2) a job description of an applicable position that was held, (3) standard examination, (4) examples of written evidence, (5) completion of non-credit course or in-service training, (6) an instructor interview with present supervisor, or (7) other means specified by the student. The guide also refers to the concurrent use of a portfolio prepared by the student to identify, describe, and evaluate past learning experiences. (AYC)

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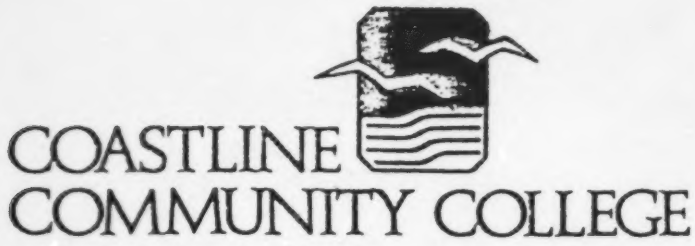


# STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

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# GENERAL OFFICE PRACTICE

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JC 790 574

PROGRAM REQUIREMENTS

GENERAL OFFICE PRACTICE

| | | Units |
|---|---|---|
| *Typing | Sec. Sci. 110,115 | 6 |
| *Stenoscript<br>OR<br>*Transcribing Machine | Sec. Sci. 030<br>Sec. Sci. 140 | 2 |
| Filing | Sec. Sci. 155 | 3 |
| Business Correspondence | Bus. 135 | 3 |
| *Business Machines | Bus. 160ABC | 3 |
| Secretarial Procedures | Sec. Sci. 150AC | 3 |
| Bookkeeping | Acct. 110 | 3 |
| TOTAL UNITS . . . . . | | 23 |

* Testing to be done by Coastline Community College

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# STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING



Certificate: General Office Practice

Course: Sec. Sci. 155

Filing and Records Management

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 1. Can set up an alphabetic card filing system using appropriate guides and tabs. | | | | | | | | | | | |
| 2. Can define one fifth cut, one third cut, one-half cut, and full cut tabs on folders. | | | | | | | | | | | |
| 3. Can determine proper use of manila folders and pendaflex folders | | | | | | | | | | | |
| 4. Can design a filing system using a color coded system. | | | | | | | | | | | |
| 5. Can maintain a petty cash fund. | | | | | | | | | | | |
| 6. Can demonstrate proper insertion of papers into file folders. | | | | | | | | | | | |
| 7. Can define out-card and requisition slip. | | | | | | | | | | | |
| 8. Can show how to control borrowed materials by use of master control sheet. | | | | | | | | | | | |
| 9. Can cite examples of why it is necessary to follow definite rules when filing cards or correspondence. | | | | | | | | | | | |
| 10. Can set up an alphabetic file of business and geographic names. | | | | | | | | | | | |

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**Knowledges and Skills Acquired on the Job**

Certificate: General Office Practice

Course: Sec. Sci. 155

Filing and Records Management

| | *Check whether competent in knowledge or skill* | | **Basis of Competence or Verification by:** *Check appropriate categories* | | | | | | | | *Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges* |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 11. Can design filing system based on geographic locations. | | | | | | | | | | | |
| 12. Can cite examples of when a numeric corresponcence filing system would be of value. | | | | | | | | | | | |
| 13. Can define terminal digit filing. | | | | | | | | | | | |
| 14. Can establish and maintain a subject correspondence filing system. | | - | | | | | | | | | |
| 15. Can explain cross-referencing and why it is useful. | | | | | | | | | | | |
| 16. Can compare the descriptive method of filing names of organizations and agencies with the as-written method. | | | | | | | | | | | |
| 17. Can set up and maintain a tickler file. | | | | | | | | | | | |
| 18. Can design a filing system, ordering all supplies and equipment. | | | | | | | | | | | |
| 19. Can type labels for file folders and cards. | | | | | | | | | | | |
| 20. Can explain why transfer of records from active to semi-active storage is important. | | | | | | | | | | | |

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(cont.)

# STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

**Certificate:** General Office Practice

**Course:** Sec. Sci. 155

Filing and Records Management

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 21. Can identify a transfer box or case. | | | | | | | | | | | |
| 22. Can compare perpetual and periodic method of transfer. | | | | | | | | | | | |
| 23. Can implement a system for destruction of records. | | | | | | | | | | | |
| 24. Can research various office equipment manufacturers and choose filing cabinets for a law office; doctor's office; general office. | | | | | | | | | | | |
| 25. Can describe visible record system. | | | | | | | | | | | |
| 26. Can describe "wheel file" and its uses. | | | | | | | | | | | |
| 27. Can discuss filing cycle of releasing, classifying, coding, sorting, filing, and destroying. | | | | | | | | | | | |
| 28. Can outline a system for forms management. | | | | | | | | | | | |
| 29. Can research a company who uses microfilming and describe basic uses of microfilm. | ✓ | | | | | | | | | | |

**Knowledges and Skills Acquired on the Job**

*Certificate:* General Office Practice

*Course:* Business 135

Business Correspondence

| | *Check whether competent in knowledge or skill* | | **Basis of Competence or Verification by:** *Check appropriate categories* | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | *Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges* |
| 1. Can identify standard parts of business letters and basic letter styles. | | | | | | | | | | | |
| 2. Can write a business letter using courtesy, consideration and conversational words. | | | | | | | | | | | |
| 3. Can cite examples of how the tone of a letter affects the receiver of a business letter. | | | | | | | | | | | |
| 4. Can list four basic steps of writing an effective, influential business letter. | | | | | | | | | | | |
| 5. Can demonstrate ability to write using descriptive and visual phrases. | | | | | | | | | | | |
| 6. Can illustrate usage of direct pattern business letters. | | | | | | | | | | | |
| 7. Can illustrate usage of indirect pattern business letters. | | | | | | | | | | | |
| 8. Can illustrate usage of persuasive pattern business letters. | | | | | | | | | | | |
| 9. Can compare three letter patterns and affect each has on receiver. | | | | | | | | | | | |



(cont.)

Certificate: General Office Practice

Course: Business 135 Business Correspondence

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 10. Can demonstrate ability to use all three patterns appropriately in one business letter. | | | | | | | | | | | |
| 11. Can analyze a poorly written business letter and recompose effectively. | | | | | | | | | | | |
| 12. Can list major points to be considered in writing a letter of reference for a former employee. | | | | | | | | | | | |
| 13. Can design a formal invitation. | | | | | | | | | | | |
| 14. Can compose an informal invitation | | | | | | | | | | | |
| 15. Can list five categories to be included in a Sales letter. | | | | | | | | | | | |
| 16. Can compare sales approach to be used in a bulk mail letter to wholesalers or retailers and direct consumers. | | | | | | | | | | | |
| 17. Can write a letter expressing appreciation for an interview and requesting the position for which you applied. | | | | | | | | | | | |
| 18. Can identify three basic types of letters which would be written by a credit department. | | | | | | | | | | | |





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Certificate: General Office Practice

Course: Business 135 — Business Correspondence

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 19. Can prepare collection procedures which shall include all form letters to be used. | | | | | | | | | | | |
| 20. Can research and prepare a detailed outline for a business report. | | | | | | | | | | | |
| 21. Can prepare a clear and concise business report from a detailed outline. | | | | | | | | | | | |
| 22. Can enumerate the elements required for effective dictating. | | | | | | | | | | | |
| 23. Can demonstrate good command of English language and grammer. | | | | | | | | | | | |

Certificate: General Office Practice

Course: Sec. Sci. 150ABC

Secretarial Procedures

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 1. Can identify at least 20 secretarial duties. | | | | | | | | | | | |
| 2. Can list the five skills needed in order to get a good secretarial job. | | | | | | | | | | | |
| 3. Can list 3 specialized job opportunities in the secretarial field. | | | | | | | | | | | |
| 4. Can design an effective job search plan using newspaper ads; employment agencies; school placement offices; direct employer contact; or friends. | | | | | | | | | | | |
| 5. Can write a letter of application. | | | | | | | | | | | |
| 6. Can prepare a resume or data sheet. | | | | | | | | | | | |
| 7. Can identify at least 10 do's on an interview. | | | | | | | | | | | |
| 8. Can compose and type a thank you letter following the interview. | | | | | | | | | | | |
| 9. Can fill out an application blank completely and accurately. | | | | | | | | | | | |
| 10. Can successfully handle telephone contacts by using a pleasant voice, identifying the company and yourself; being helpful; taking messages completely and accurately; asking questions tactfully; and handling problems. | | | | | | | | | | | |

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(cont.)

Certificate: General Office Practice

Course: Sec. Sci. 150ABC

Secretarial Procedures

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 11. Can design and implement ways to increase your efficiency through the use of a weekly time schedule. | | | | | | | | | | | |
| 12. Can order proper supplies for a secretarial desk. | | | | | | | | | | | |
| 13. Can take care of routine correspondence. | | | | | | | | | | | |
| 14. Can choose paper for executive letterhead; reports typing; and rough draft copies. | | | | | | | | | | | |
| 15. Can demonstrate use of eraser; liquid correction fluid; correction tape; and self-correcting tape within the typewriter. | | | | | | | | | | | |
| 16. Can employ proper techniques in taking and transcribing dictation. | | | | | | | | | | | |
| 17. Can identify and analyze the types of filing methods. | | | | | | | | | | | |



(cont.)

| Knowledges and Skills Acquired on the Job<br>Certificate: General Office Practice<br>Course: Sec. Sci. 150ABC<br>Secretarial Procedures | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 18. Can analyze types of reproduction and determine most cost effective methods for various kinds of material<br><br>VARIABLES<br><br>Xerox<br>Offset<br>Carbon<br>Automatic Typewriter | | | | | | | | | | | |
| 19. Can identify types of equipment and functions thereof which would be found in a Word Processing Department. | | | | | | | | | | | |
| 20. Can list a minimum of three input and three output mediums of a computer system. | | | | | | | | | | | |
| 21. Can define the terms "hardware", "software", and "computer language" giving examples of each. | | | | | | | | | | | |
| 22. Can develop an itinerary for a business trip. | | | | | | | | | | | |
| 23. Can demonstrate ability to use Official Airline Guide. | | | | | | | | | | | |

(cont.)

**Knowledges and Skills Acquired on the Job**

*Certificate:* General Office Practice

*Course:* Sec. Sci. 150ABC

Secretarial Procedures

| | *Check whether competent in knowledge or skill* | | **Basis of Competence or Verification by:** *Check appropriate categories* | | | | | | | | *Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges* |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 24. Can prepare an expense form for a business trip identifying portions of the expenses to be billed to various clients and portions to be absorbed by the company. | | | | | | | | | | | |
| 25. Can prepare a line graph showing comparison between a series of numbers. | | | | | | | | | | | |
| 26. Can make all arrangements for a Board of Director's meeting to be held. | | | | | | | | | | | |
| 27. Can take minutes for Board of Director's meeting using some form of shorthand. | | | | | | | | | | | |
| 28. Can prepare minutes of Board of Director's meeting for publication in standardized format. Based on these minutes, can also prepare an Agenda for next meeting. | | | | | | | | | | | |
| 29. Can maintain checking account, including preparation of checks, deposit slips and reconciliation of bank statements. | | | | | | | | | | | |
| 30. Can maintain petty cash register. | | | | | | | | | | | |

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(cont.)

Certificate: General Office Practice

Course: Sec. Sci. 150ABC

Secretarial Procedures

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 31. Can compute payroll, including all deductions, and prepare payroll register. | | | | | | | | | | | |
| 32. Can interpret and evaluate financial statement. | | | | | | | | | | | |
| 33. Can demonstrate a general knowledge of legal terms. | | | | | | | | | | | |

# STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING



Certificate: General Office Practice

Course: Accounting 110

Bookkeeping

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 1. Can define and cite examples of assets, liabilities, and owner's equity. | | | | | | | | | | | |
| 2. Can construct the Accounting Equation. | | | | | | | | | | | |
| 3. Can find any part of the Accounting Equation by transposing alegebraically. | | | | | | | | | | | |
| 4. Can define double-entry bookkeeping | | | | | | | | | | | |
| 5. Can illustrate journalizing--simple business entry. | | | | | | | | | | | |
| 6. Can define debit and credit and how elements of the Accounting Equation are effected by each. | | | | | | | | | | | |
| 7. Can post journal entries to proper ledger accounts for an accounting period. | | | | | | | | | | | |
| 8. Can rule and foot individual accounts. | | | | | | | | | | | |
| 9. Can prepare a trial balance. | | | | | | | | | | | |
| 10. Can prepare an income statement from the information in a trial balance. | | | | | | | | | | | |



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# STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING 

Certificate: General Office Practice

Course: Accounting 110

Bookkeeping

| Knowledges and Skills Acquired on the Job | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 11. Can prepare a balance sheet from the information in the income statement and trial balance. | | | | | | | | | | | |
| 12. Can record cash receipts and disbursements in a combined cash journal. | | | | | | | | | | | |
| 13. Can maintain a business checking account and reconcile a monthly bank statement. | | | | | | | | | | | |
| 14. Can prepare and maintain a petty cash journal and entries to replenish it. | | | | | | | | | | | |
| 15. Can calculate a payroll with time cards. | | | | | | | | | | | |
| 16. Can figure federal, state and social security withholding taxes, insurance and miscellaneous deductions to calculate net pay. | | | | | | | | | | | |
| 17. Can journalize and post payroll entries for a specified payroll period. | | | | | | | | | | | |
| 18. Can prepare federal, state, and FICA tax reports. | | | | | | | | | | | |
| 19. Can balance books and trial balance with adjusting and closing entries. | | | | | | | | | | | (cont.) |

**Knowledges and Skills Acquired on the Job**

*Certificate:* General Office Practice

*Course:* Accounting 110

Bookkeeping

| | *Check whether competent in knowledge or skill* | | **Basis of Competence or Verification by:** *Check appropriate categories* | | | | | | | | *Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges* |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| 20. Can record and process charges, invoices, billings and payments in accrual bookkeeping. | | | | | | | | | | | |
| 21. Can prepare and maintain a purchase and sales journal. | | | | | | | | | | | |
| 22. Can maintain accurate records in accounts receivable and accounts payable ledgers. | | | | | | | | | | | |
| 23. Can prepare end-of-period ten-column work sheet. | | | | | | | | | | | |

| Knowledges and Skills Acquired on the Job<br>Certificate: _____<br>Course: _____<br>_____ | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
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| | | | | | | | | | | | | |

| Knowledges and Skills Acquired on the Job<br>Certificate: _____<br>Course: _____<br>_____ | Check whether competent in knowledge or skill | | Basis of Competence or Verification by: Check appropriate categories | | | | | | | | Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | Can verify through personal interview | Have job description of applicable position held | Have written verification from employer | Can verify through standard examination | Have examples of written evidence | Have completed non-credit course or in-service training | Instructor interview with present supervisor | Other | |
| | | | | | | | | | | | |

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